myPassword User Guide

For Citrix/Active Directory Password

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Arizona Department of Health Services

This User Guide is to walk you through the "myPassword" application. "myPassword" application allows you to reset and change your **Citrix** password and also allows you to unlock your account.

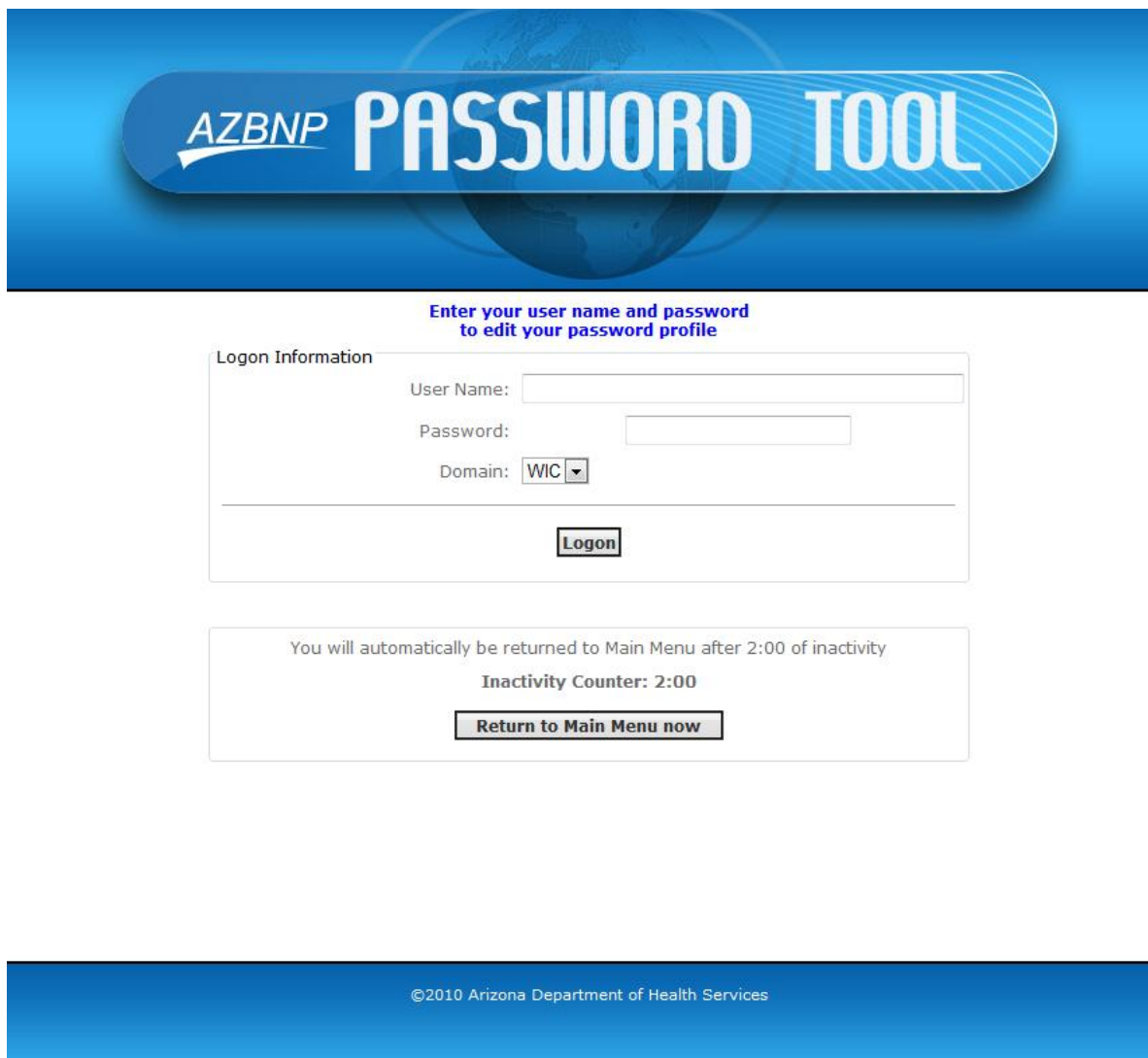<mark>Note</mark>: **Security questions must be set up prior to being locked out or forgetting your password.**

1. Navigate to https://password.azbnp.gov/
    This will take you to the following page.

Figure 1 "myPassword" Main Menu

Setting up your security questions

1. Click the **Edit my Profile** link
2. Enter your Citrix user name and password
3. Click on the **Login** button

Figure 2 Edit Profile

4. Select and answer all three security questions
5. Click on the **Update** button
    NOTE *You will return to the Main Menu screen after a 2 minutes if you are inactive*

Figure 3 Security Questions

Resetting your password

1. From the Main Menu, Click on **Reset my Password**
2. Enter your Citrix user name and click on **Login**
3. Answer all three security questions and click **Continue** after each answer
4. Select the **Enter** radio button
5. Enter your new password twice and Click **Reset Password**
   *Note : Your password must be **eight characters** and meet two of the three complexity requirements which are: **Upper case, Special Characters, and/or Numbers.***

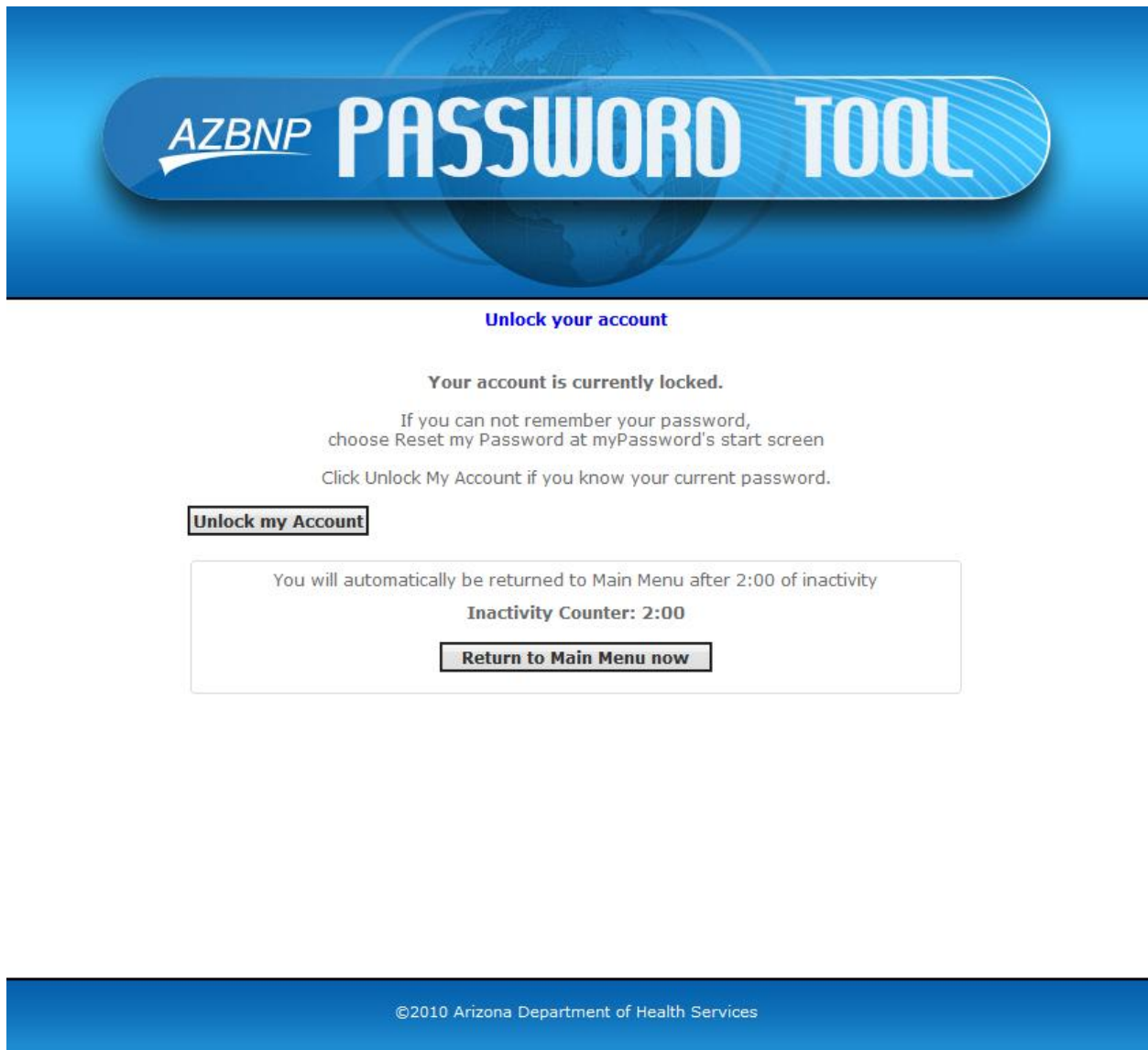Figure 4 Reset Password

Change your Password

1. From the Main Menu, Click on **Change my Password**
2. Enter your Citrix user name, password and click on **Login**
3. Select the **Enter** radio button
4. Enter your new password twice and Click **Reset Password**

Figure 5 Change Password

Unlock your Account

1. From the Main Menu, Click on **Unlock my Account**
2. Enter your Citrix user name and click on **Login**
3. Answer all three security questions and click **Continue** after each answer
4. Click on the **Unlock my Account** button

Figure 6 Unlock Account